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MAIL STOP: Amendment Specialist – Intellectual Property
Examiner: J. AVELLINO
Group Art Unit: 2143
Confirmation No.: 2133

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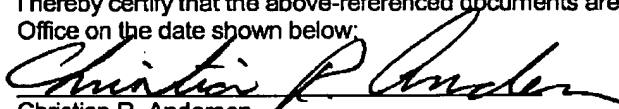
FORMAL SUBMISSION OF:

- 1) Amendment.

Title: GRAPHICAL USER INTERFACE AND METHOD FOR CUSTOMER CENTRIC
NETWORK
Serial No. 09/539,972
Filing Date: March 31, 2000
First Named Inventor: Boris S. ELMAN
Atty. No. 99-837 RCE 2

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


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PATENT

Customer No. 32,127

Attorney Docket No. 99-837 RCE 2

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
Boris S. ELMAN et al.) Group Art Unit: 2143
)
Application No.: 09/539,972) Examiner: J. Avellino
)
Filed: March 31, 2000) Confirmation No.: 2133
)
For: GRAPHICAL USER INTERFACE) Mail Stop Amendment
AND METHOD FOR CUSTOMER)
CENTRIC NETWORK)
MANAGEMENT)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT

In reply to the Office Action mailed June 13, 2005, the period for response extending through September 13, 2005, please amend the application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 8 of this paper.